

**Subject:** READ/Reminisce: Club Penguin Closure Details

**Date:** Tuesday, March 28, 2017 at 12:33:50 PM Pacific Daylight Time

**From:** Ross, Katie

**To:** #DI GX GSR

**CC:** #DI GE Management and Team Leads, #DCPI GX Product Services, #DI GX Tech Writers



Well all, the time is closing in on the final day of waddling around Club Penguin virtual world!

I have to give a big shout out to both the production team for their efforts in making this time as amazing as possible for the players with the Waddle On party, and all of you that participated as Mascots or joining in to be a part of the Meet Ups! The messages of appreciation that we have received from players, both current and from years gone by, have really been amazing... some heartwarming and more than a few leaning towards the dramatic (so many ruined childhoods!). All showing what an incredible impact this game and all of you in support have made on people around the world!

OK, that mushiness aside for a moment... I wanted to give a high level overview of the important dates/timelines that are still coming:

#### **March 28**

- Blog – This afternoon the What's New blog will be redirected to the Club Penguin Island website. They are planning on archiving the previous Club Penguin posts. Moving forward a guest will need to log in using their Disney Account to comment on a post

#### **March 29**

- In-game – FREE MEMBERSHIP ACCESS! WHHHHAAAT? Yup, the plan is that as of 12:01 PST all penguins will be able to access all the membership items, igloos, puffles, outfits. This is one day

only... like Cinderella there will be pumpkins as the clock strikes 12:01 (ish) on the 30th (ok, it will be a nice disconnection notice... but it is orange!) **\*\*THIS IS ON WEB ONLY, we were not able to allow players to have membership access on mobile\*\***

### March 30

- In the wee hours of the morning, the super awesome tech ops team will be working to pull the plug in and around 12:01 a.m. At this point any players online will get a disconnection notice that has been updated to thank them for playing Club Penguin. Waddle On!
- **Accounts will no longer be searchable in Axis.** We should not have any game play questions, generally billing questions have been in regards to mistaking a credit (the refund) as an additional charge. If you have contacts regarding specific billing questions, please reach out to your Team Lead.
- Phone support – the IVR will be updated to have Guests email in from the Help Site. We will be continuing to provide support via email until further notice.
- Auto-response - Both the Billing and Support auto-email will be updated to inform those of the closure including links to the Help Site closure articles, however, if you feel that you are able to assist OR if it is a billing question, please answer as usual, we are still providing email support until further notice.

### Other stuff:

- The majority of refunds have been completed with the exception of those that used Boleto (payment method from Brazil). If you are contacted by a guest that is eligible for a refund AND used Boleto as the payment method, please refer to the article: **CP - Sunset - BOLETO Post Closure Refund Process**

Let me know if you have any questions!

*Katie Ross*

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